



**MISSION:**

To make Tempe the best place to live, work and play.

**VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **CUSTOMER SERVICES OFFICE SUPERVISOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the operation of the administrative units of Customer Services to include telephone and counter service areas, cashier, meter reading, billing and delinquent account services; to perform a variety of technical support tasks relative to the assigned areas of responsibility.

### **Supervision Received and Exercised:**

Receives general supervision from the Customer Services Administrator, or from other supervisory or management staff.

Exercises direct supervision over assigned technical and clerical office staff.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for support staff; implement policies and procedures; plan, prioritize, assign, supervise and review the work of staff involved in providing services to City of Tempe customers.
- Review work for accuracy; support the timely billing and collection of charges for water, sewer, refuse and irrigation services, monthly reading of water meters, turning off and on of water service, oversight of and management of the automated meter reading project and operation of the central cashier.

## CITY OF TEMPE

### Customer Services Office Supervisor (continued)

- Respond to inquiries and resolve customer complaints; provide back-up in all areas of Customer Services as needed.
- Participate in the selection of staff; work with employees to correct performance deficiencies; implement disciplinary procedures; schedule staff to ensure optimal service levels are maintained; provide or coordinate staff training or training for other groups as required.
- Evaluate operations and activities of assigned areas of responsibility; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate and assist in the administration of Customer Services; research, compile, analyze, and prepare statistics regarding operational efficiency and effectiveness; make recommendations for service improvement and enhancement.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; recommend expenditure requests; maintain inventory supplies; monitor and control expenditures.
- Perform related duties as assigned.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Four years of increasingly responsible customer service experience, preferably involving public services such as utilities. One year of supervisory or lead responsibility is preferred.

#### **Training:**

Equivalent to an Associate's degree from an accredited college or university with coursework in accounting, business or related field.

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 1742**

**Salary Range: 33**

**Compensation Plan: P40 / Regular**

**FLSA: Exempt**

*Effective June 1994*

*Revised August 2001*

*Revised June 2003 (Job title change)*